

**Krishna Kanta Handiqui  
State Open University**

*Education Beyond Barriers*

# Report on Feedback Survey

(Academic Staff)



***Centre for Internal Quality Assurance (CIQA)***



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**Krishna Kanta Handiqui State Open University**

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## **Introduction:**

This survey instrument is developed in (3) three parts as mentioned below

### **Part I:**

#### *(a) Job Satisfaction and Professional Development*



(25 statements were orchestrated to extract the responses from the Academic Staff on extent of agreeability based on 5 point scale from Strongly Agree, Agree, Neither Agree nor Disagree, Disagree to Strongly Agree with a space for additional comments)

#### *(b) Workplace Conditions and participation in decision making*

(25 statements were orchestrated to extract the responses from the Academic Staff on extent of occurrence based on 5 point scale from Strongly Agree, Agree, Neither Agree nor Disagree, Disagree to Strongly Agree with a space for additional comments)



### *(c) Job Satisfaction and Infrastructure*



(25 statements were orchestrated to extract the responses from the Academic Staff on extent of occurrence based on 5 point scale from Strongly Agree, Agree, Neither Agree nor Disagree, Disagree to Strongly Agree with a space for additional comments)

## **Part II:**

The survey instrument tried to draw out response from the Academic Staff on the basis of scale 1-10 in respect of Job Satisfaction of the following:

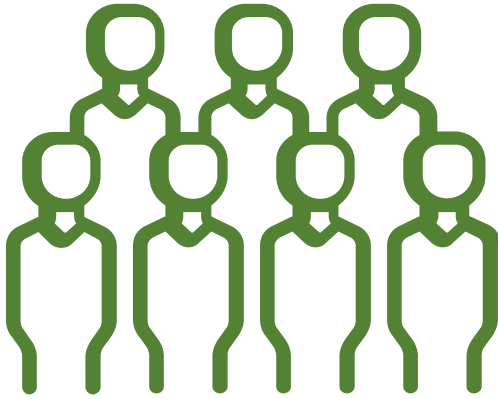


- (i) Workplace Conditions**
- (ii) Salary, Benefits and Perquisites**
- (iii) Infrastructure**
- (iv) Professional Development**

The parameter is one for minimum and ten for maximum.

## The Response Rate

# 25



(a) The survey instrument used in the form of questionnaire administered on 25 nos of Academic Staff of Krishna Kanta Handiqui State Open University. Many of the Academic Staff were absent at that time for personal and for other professional commitments like attending OP/RC at other universities.

(b) The respondents dropped the filled in questionnaire in 2 (two) Drop Box provided at the Reception of Krishna Kanta Handiqui State Open University, Khanapara Campus. The drop boxes were opened in front of 3 (three) officers/faculty members and were serialized.

(c) 25 responses received out of 44 nos and the response rate is

# 56.81%

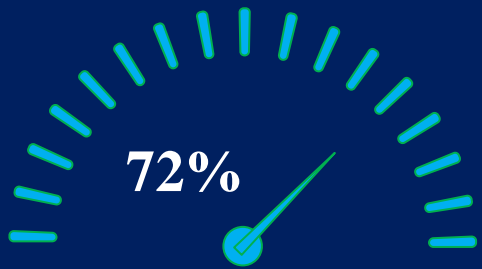
which may be considered good. As one can see in the Data Sheet, in some items 2-3 responses were missing which is highly insignificant considering the overall scenario of the various aspects of Job and Job Satisfaction.



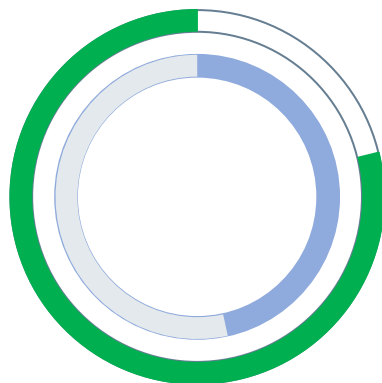
## Some important findings and possible scope of intervention are indicated below:

### (a) *Job Satisfaction and Professional Development:*

- (i) Satisfaction in Profession among the Academic Staff is a strong area **72%** but professional growth on current job is not satisfactory **52%**



- (ii) Encouragement for professional development programmes is very good (**68%**) along with organising seminar, workshop etc. (**72%**)



- (iii) A majority of the respondents (**80%**) feel that the university supports the Academic Staff in working articles/papers for publication. They also encourage for applying minor and major research projects (**68%**)



(iv) The Academic Staff strongly feels the university need to organize extensive training programme (**56%**)

(v) Reimbursement of expenses against Academic pursuits is timely (**64%**)



(vi) The salary and incentives are attractive according to majority of the Academic Staff (**84%**)

(vii) The perquisites are also sufficient for the job (**88%**)



(viii) Support for foreign trips by the Academic Staff is not satisfactory (**48%**) and needs improvement

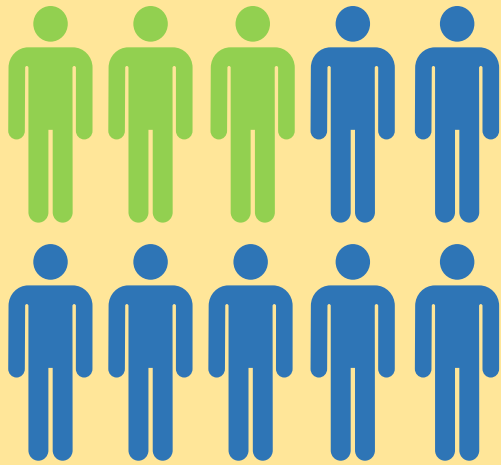
(ix) There is mix feelings regarding the authority concerned about the well being of the family of the Academic Staff (**60%**)



(x) Society acknowledgement of the present job is very good (**72%**). The University encourages working in social activities (**80%**)

(xi) The additional comments are indicative though not explicit for the other responses.

*(b) Workplace Conditions:*



(i) Access to any section/branch is very easy (88%). The relationship between management and faculty is good and are easily assessable (60%).

(ii) The Authorities needs to consult with the Academic Staff in decision making (68%). There is need to a vast improvement.

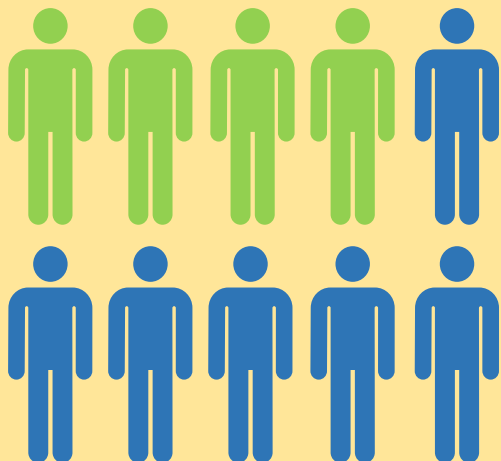
(iii) The Administrative Policies of the University are needed to be transparent (64%)

(iv) The decentralization of work among the Academic Staff is also needed to be equal (52%)

(v) The encouragement of new ideas at all levels is welcome and very responsive (64%)

(vi) Cohesion between the Academic Staff is very strong (64%)

(vii) In additional comments, the Academic Staff demanded clearer and transparent Leave Rules.





*(c) Job Satisfaction and Infrastructure*

- (i) Though Internet facility is good (84%), there is vast improvement needed in IT facilities and IT support (52-56%). Also there is improvement needed in Library facility (44%)



- (ii) The seminar and conference hall are not adequate (48%)



- (iii) The rooms allotted to the Academic Staff is needed little improvement (44%)



- (iv) Provision for good supply of drinking water as well as provision for toilet facilities is relatively good (60%)



- (v) Canteen and parking facility is needed improvement (44%)





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